OIPE JC193 NOV 06 2004 PATENT & TRADEMARK OFFICE

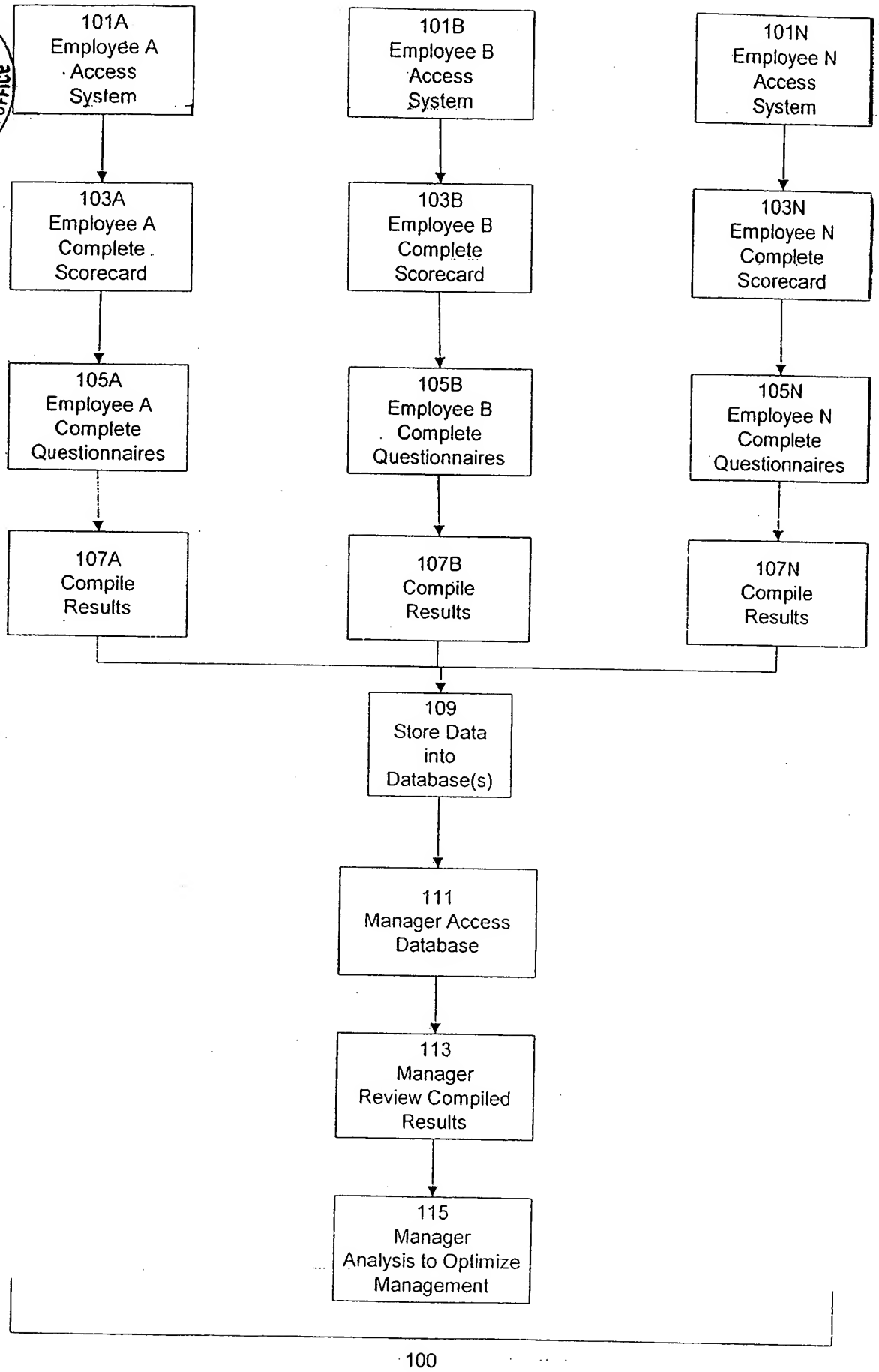


FIG. 1

OIPE JC193 DEC 06 2004 PATENT & TRADEMARK OFFICE

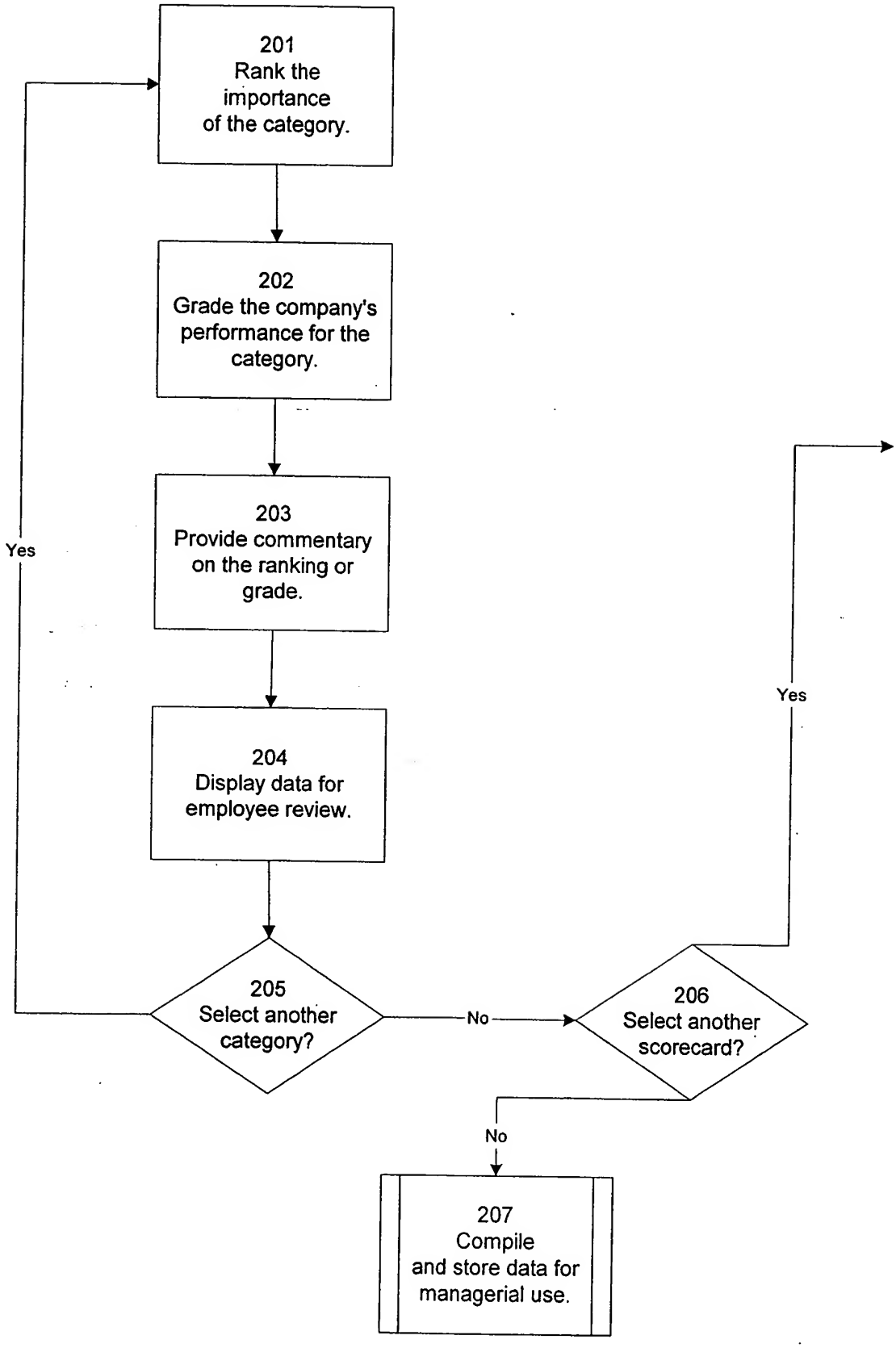

201
Rank the importance of the category.
202
Grade the company's performance for the category.
203
Provide commentary on the ranking or grade.
204
Display data for employee review.
205
Select another category?
Yes
No
206
Select another scorecard?
Yes
No
207
Compile and store data for managerial use.

FIG. 2

The Scorecard

	Question Category 301	Importance 302	Score 303	Gap 304	Comments 305
1.	Reputation 306	8	6	2	We have a strong background.
2.	Performance 307	10	6	4	This project should be more customer focused.
3.	Potential 308	9	10	-1	Need to make sure we pick the right people to execute our strategy.
4.	Financial 309	8	8	0	Money is important but I need to be part of something big.
5.	Recognition 310	8	6	2	I hope we overcome the politics and become one team so we all feel valued.
6.	Work/Life 311	8	7	1	I have learned how to blend work and personal life so I am prepared to put extra effort to make this project happen.
7.	Leading Edge 312	10	6	4	We have leading edge ideas --- we had better execute them.
8.	Critical Work 313	10	7	3	This will continue to get the resources we need to succeed.
9.	Challenging 314	10	9	1	This is very exciting work.
10.	Personal Growth 315	9	8	1	I think this project will help me achieve the growth I need but I need to see the team grow as well.
11.	Diversity 316	10	7	3	We could do better at this – we need to find people who think differently.
12.	Leadership 317	9	6	3	We need to get aligned.
13.	Manager 318	8	6	2	I get the support personally—now I need to get the resources I need.
14.	Professional 319	10	10	0	I am going to be ruthless about making sure I continue to pick the right people for this project.
15.	Fun 320	10	7	3	I can't wait until we are in a place where we are having fun, moving things forward and making things happen.

FIG. 3

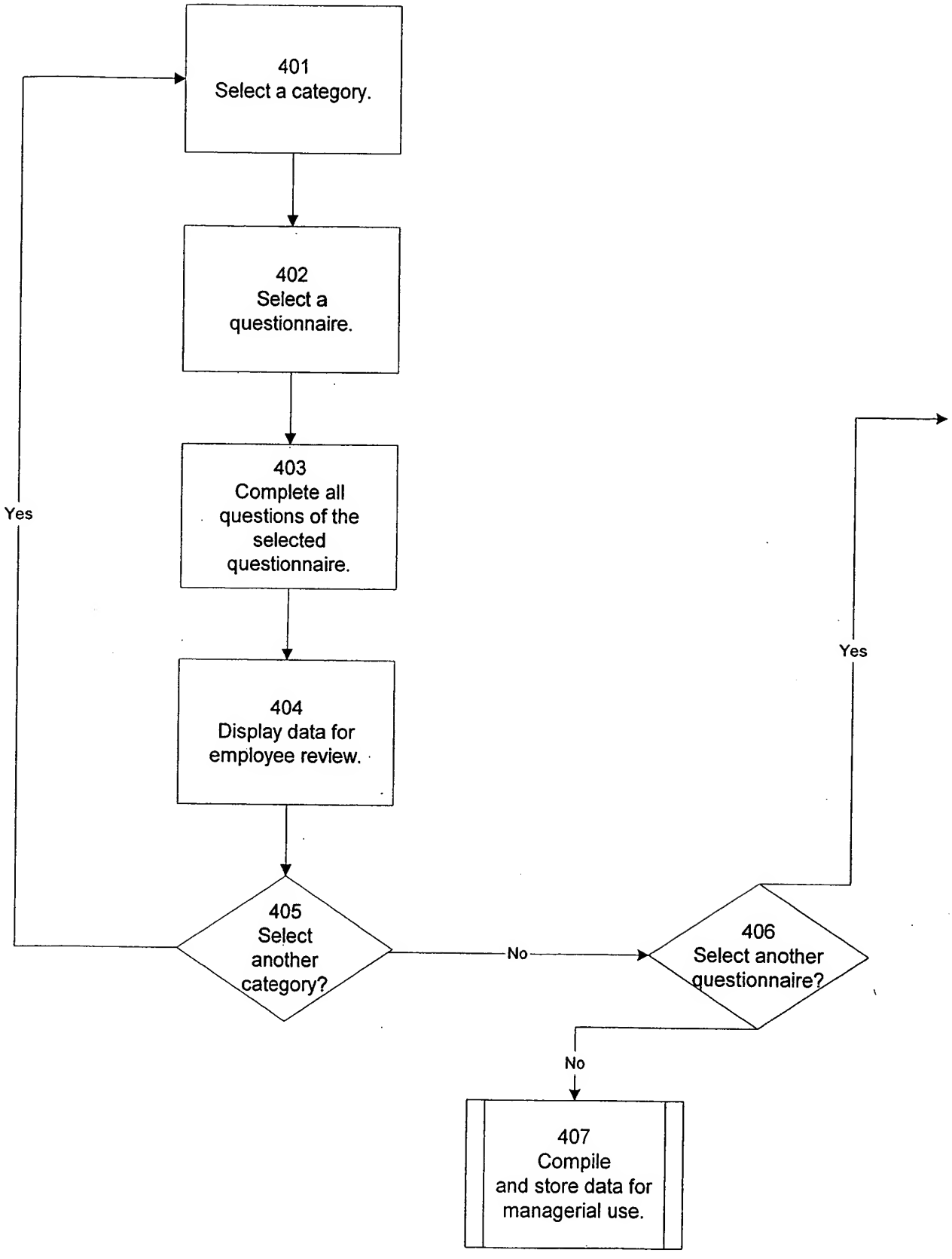
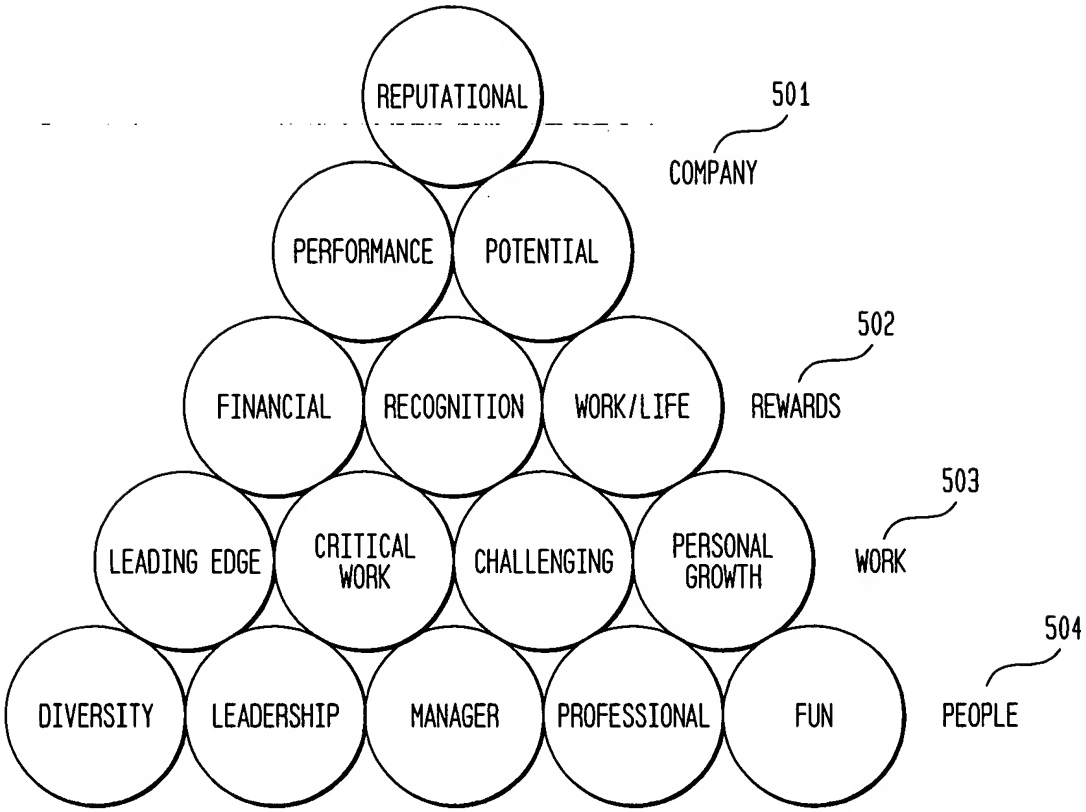

401
Select a category.
402
Select a questionnaire.
403
Complete all questions of the selected questionnaire.
404
Display data for employee review.
405
Select another category?
Yes
No
406
Select another questionnaire?
Yes
No
407
Compile and store data for managerial use.

FIG. 4

FIG. 5A



THE GREATPLACE MODEL

The Greatplace[SM] Model

Area 505	Categories 506	Exemplary Questions 507
Company 501	Reputation Performance Potential	Is this a great company? Does it have a strong past, present future? Will I have a future here? Will I be proud to say I work here?
Rewards 502	Financial Recognition Work/Life	What does the company give back to me? Do they show they value and care about me?
Work 503	Leading Edge Critical Work Challenging Personal Growth	Does the work I do, work for me? Is it allowing me to use my talents? Is it helping me to grow to my full potential?
People 504	Diversity Leadership Manager Professional Fun	Do I work with a great group of people? Do we share a mutual respect? So we care for one another as individuals?

FIG. 5B

The Greatplace™ Journey

Area 601	Category 602	Questionnaire 603	Learning Points 604
Company	Reputation	Filter Out the Noise	-What constitutes noise -How do you naturally respond
		Stand Proud	-What can we be proud of? -Becoming resilient
	Performance	Help our Customers Sleep	-What keeps your customer up at night? -What does your customer need?
		Focus on Results	-Define results -Overcome obstacles -Measure results
	Potential	The Global Scan	-Where do you look? -What do you see?
		Bright Futures	-Our core competencies -Our external focus
Rewards	Financial	The Total Package	-What are the tangibles you get? -What's it really worth?
		The Risk/Reward Tradeoff	-You have options -They come with risks
	Recognition	Make Recognition Simple	-What recognition works for you? -How do you respond?
		The Gift of Recognition	-Your current recognition -The common themes
	Work/Life	So Many Things	-So many things to do -What do you choose to do?
		Sing My Song	-What's it about? -What is your song?
Work	Leading Edge	Break New Ground	-Apply creative concepts to your work -Plan for potential pitfalls
		Pick The People	-What environment do you need? -Who has what it takes?
	Critical Work	The Golden Thread	-Review the strategic direction -Link your work to the direction
		It's About Time	-Focus on the right work -Make the most of every minute of work
	Challenging	Remove your Blinders	-Defining challenge for you -Where is the future going?
		New Places	-Your natural path -Visualize your future
	Personal Growth	My Unique Contribution	-What situations work best for you? -Where's your passion?
		21st Century Mindset	-What are your current mindsets? -Where do I need to be?
People	Diversity	Build Diverse Relationships	-Your current relationships -Enrich your network

FIG. 6

Personal Journal

Category 701	Questionnaire 702	Date 703	What I Learned 704	Action Plan 705
Performance	Focus On Results	6/5/02	It is critical that I stay focused on creating the right environment so that the team can stay focused	Use the tools to make sure I create alignment and accountability.
Work/Life	Sing My Song	6/28/02	I am in a very good place. Overall I feel I am on the right ball.	Take time for me and exercise—Focused and make sure I plan an activity to give back in the community
Personal Growth	21st Century Mindset	7/11/02	I am close to being where I need to be and I should stay focused.	I need to take more risks and stay determined.
Personal Growth	Unique Contribution	6/28/02	Passionate in like pursuits.	No action plan was entered.

FIG. 7

Compiled Employee Information

Importance 801	Score 803	How are we doing 805	Score 807	The Gap 809	Score 811
Manager	9.3	Manager	8.4	Performance	2.6
Potential	9.3	Diversity	8.1	Potential	1.9
Financial	9.2	Professional	8.0	Financial	1.7
Performance	9.1	Critical Work	8.0	Fun	1.6
Recognition	9.1	Work/Life	7.8	Leadership	1.5
Personal Growth	9.1	Recognition	7.7	Challenging	1.5
Leadership	8.9	Leading Edge	7.6	Personal Growth	1.5
Work/Life	8.9	Personal Growth	7.6	Recognition	1.4
Critical Work	8.8	Financial	7.5	Reputation	1.2
Fun	8.8	Reputation	7.5	Work/Life	1.1
Diversity	8.8	Potential	7.4	Manager	0.9
Professional	8.8	Leadership	7.4	Critical Work	0.9
Reputation	8.7	Fun	7.2	Professional	0.8
Challenging	8.7	Challenging	7.2	Leading Edge	0.8
Leading Edge	8.3	Performance	6.5	Diversity	0.7

FIG. 8

FIG. 9

Help Our Customers Sleep

What Concerns Our Customers? 901	Why does it concern them? 902	What could happen? 903	What the company can do? 904	What the employee can do? 905
Reliable Telecommunications	Downtime is lost revenue	Go to another supplier	Communicate their requirements (SLA's)	Monitor downtime against their SLA's
Quick responses to failures	Our Service Level Agreements require us to credit customers after 4 hours/month of downtime	Pass the cost along to us	Notify us quickly of failures	Ensure we respond quickly
Development team needs data model to work from	Ultimately success depends on development	SCI fails in the market	Find time to participate	Quick first deliverable, show progress
We need corporate strategy	Can show future leadership	Business is not long-term	Make sure participants are committed to providing time required	Manage expectations Suggest approach

FIG. 10

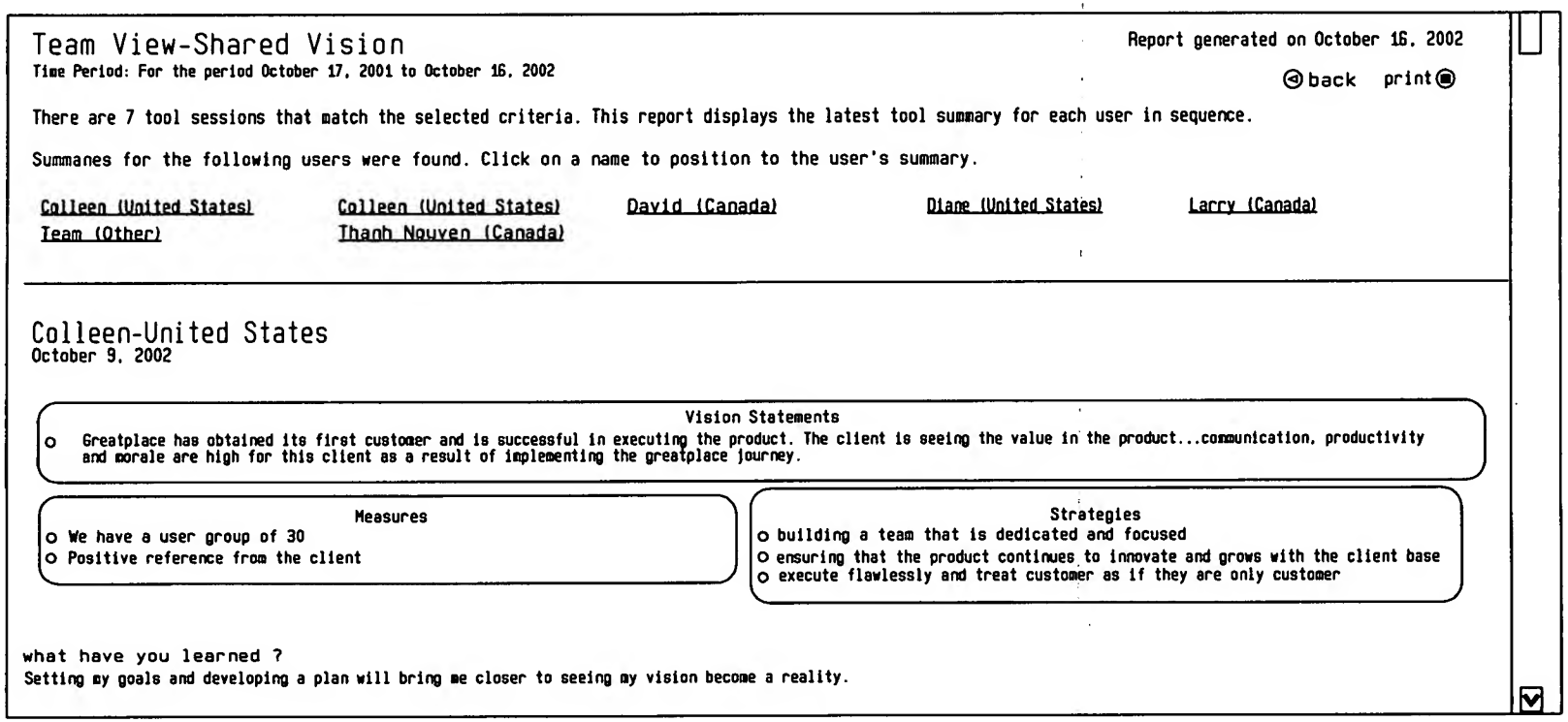

Team View-Shared Vision
Time Period: For the period October 17, 2001 to October 16, 2002
Report generated on October 16, 2002
back
print
There are 7 tool sessions that match the selected criteria. This report displays the latest tool summary for each user in sequence.
Summanes for the following users were found. Click on a name to position to the user's summary.
Colleen (United States)
Colleen (United States)
David (Canada)
Diane (United States)
Larry (Canada)
Team (Other)
Thanh Nguyen (Canada)
Colleen-United States
October 9, 2002
Vision Statements
Greatplace has obtained its first customer and is successful in executing the product. The client is seeing the value in the product...communication, productivity and morale are high for this client as a result of implementing the greatplace journey.
Measures
We have a user group of 30
Positive reference from the client
Strategies
building a team that is dedicated and focused
ensuring that the product continues to innovate and grows with the client base
execute flawlessly and treat customer as if they are only customer
what have you learned ?
Setting my goals and developing a plan will bring me closer to seeing my vision become a reality.

FIG. 11

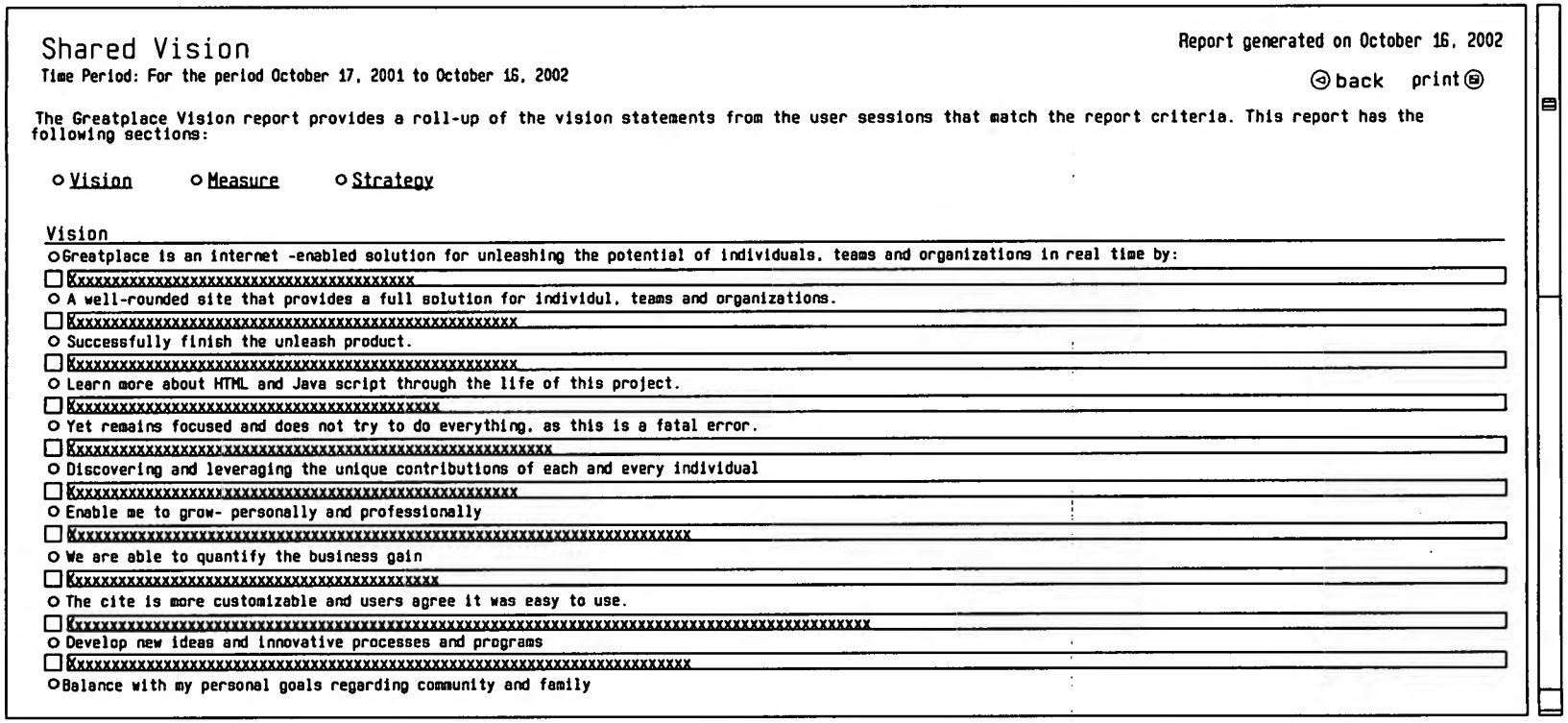
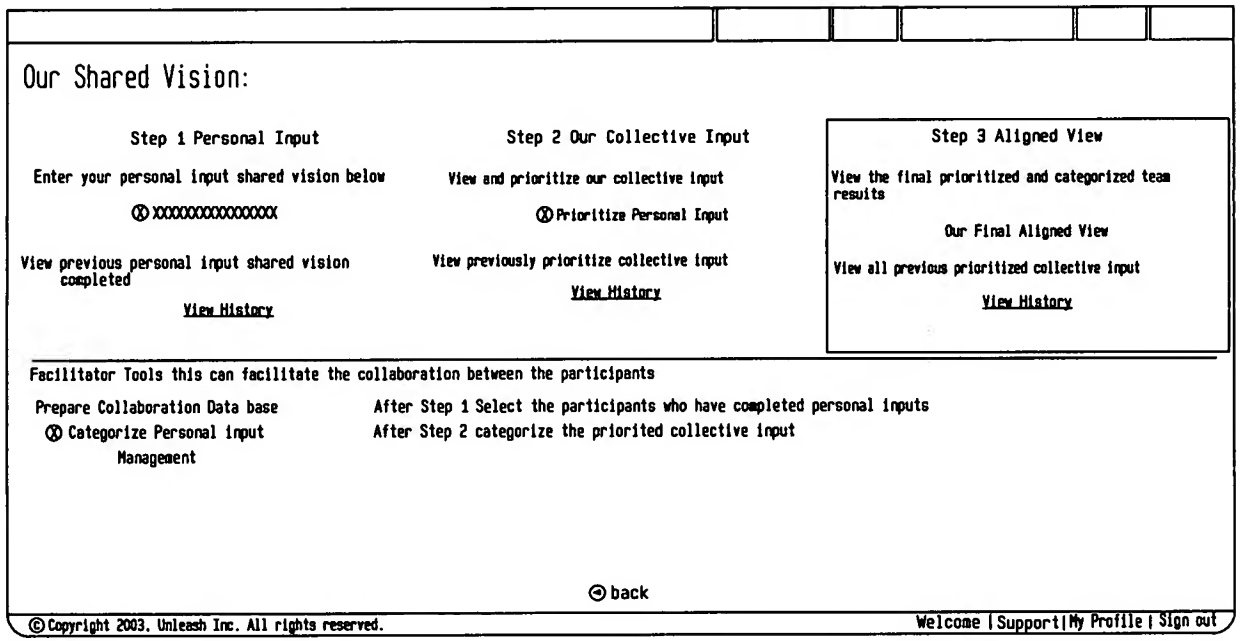

Shared Vision
Report generated on October 16, 2002
Time Period: For the period October 17, 2001 to October 16, 2002
back print
The Greatplace Vision report provides a roll-up of the vision statements from the user sessions that match the report criteria. This report has the following sections:
Vision
Measure
Strategy
Vision
Greatplace is an internet -enabled solution for unleashing the potential of individuals, teams and organizations in real time by:
A well-rounded site that provides a full solution for individul, teams and organizations.
Successfully finish the unleash product.
Learn more about HTML and Java script through the life of this project.
Yet remains focused and does not try to do everything, as this is a fatal error.
Discovering and leveraging the unique contributions of each and every individual
Enable me to grow- personally and professionally
We are able to quantify the business gain
The cite is more customizable and users agree it was easy to use.
Develop new ideas and innovative processes and programs
Balance with my personal goals regarding community and family

FIG. 12


Our Shared Vision:
Step 1 Personal Input
Enter your personal input shared vision below
XXXXXXXXXXXXXXX
View previous personal input shared vision completed
View History
Step 2 Our Collective Input
View and prioritize our collective input
Prioritize Personal Input
View previously prioritize collective input
View History
Step 3 Aligned View
View the final prioritized and categorized team results
Our Final Aligned View
View all previous prioritized collective input
View History
Facilitator Tools this can facilitate the collaboration between the participants
Prepare Collaboration Data base
Categorize Personal input
Management
After Step 1 Select the participants who have completed personal inputs
After Step 2 categorize the priorited collective input
back
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Welcome | Support | My Profile | Sign out